

Amendments to the Claims

I1 48. (Currently amended) A system comprising
units of a commodity that are used by respective users in different locations,
a user interface which is part of each of the units of the commodity, [and] provides a
medium for two-way local interaction between one of the users and the corresponding unit of the
commodity [in which the user provides] , and is configured to elicit, from a user, information
about his perception of the commodity,

a memory that is associated with each of the units of the commodity and stores results of
the two-way local interaction, the results including elicited information about user perception of
the commodity,

a communication element that is associated with each of the units of the commodity and
carries results of the two-way local interaction from each of the units of the commodity to a
central location, and

software that manages the interactions of the users in different locations and collection of
the results of the interactions at the central location.

I2 49. (Previously amended) The system of claim 48 in which the user interface is
triggered based on user behaviors to generate two-way interactions with each of the users, each
of the interactions relating to a corresponding specific one of the behaviors.

I3 50. (Previously added) The system of claim 48 in which the interactions are triggered
to occur repetitively for each of the users based on repeated uses of a feature of a unit of the
commodity by the user.

51. (Previously added) The system of claim 48 in which the user interface comprises
part of a functional user interface of the unit of the commodity that is used to control features of
the commodity.

53. (Previously added) The system of claim 48 in which the units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.

I4 54. (Previously added) The system of claim 48 in which the results of the interactions are forwarded from the central location to a remote server for analysis.

55. (Previously added) The system of claim 48 in which the units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.

I5 56. (Previously added) The system of claim 55 in which the on-line interaction occurs by voice spoken through the facsimile machine's handset, transmitted by telephone line to a computer of the vendor, and stored at the vendor's computer.

I6 57. (Previously added) The system of claim 48 in which the units of the commodity comprise consumer television equipment.

I7 58. (Previously amended) The system of claim 48 in which the two-way interaction provides instructions on how to use the commodity.

I8 59. (Previously added) The system of claim 57 in which the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity and receiving answers from the user expressed through a keypad or a held-held remote.

I9 60. (Previously added) The system of claim 59 in which the answers are forwarded to a vendor of the commodity.

I 9
61. (Previously added) The system of claim 48 in which the two-way interaction is mediated by an publicly or privately accessible on-line computerized information service.

I 10
62. (Previously amended) The system of claim 48 in which the user interface presents information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, and hypertext.

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63. (Previously added) The system of claim 62 in which the user interface triggers two-way interactions that comprise training based on two-way interactions with all or some other users, the interactions being arranged to present actions that the user could take to increase performance or satisfaction to a level achieved by other users.

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71. (Previously added) The system of claim 48 wherein the user interface includes a sound recorder.

72. (Previously added) The system of claim 48 wherein the units of commodity are configured to store voice or sound information.

73. (Previously added) The system of claim 48 wherein the units of commodity are configured to digitize voice or sound information.

74. (Previously added) The system of claim 48 wherein the two-way interaction comprises voice communication.

75. (Previously added) The system of claim 48 wherein the user interface includes a console displaying text or graphics.

76. (Previously added) The system of claim 48 wherein the console comprises a display of a computer, phone, or handheld device.

77. (Previously added) The system of claim 48 wherein the software is configured to provide access to the collection of results to vendors of the commodity.

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78. (Previously added) The system of claim 48 wherein the software is configured to provide access to the collection of results to the users of the commodity.

79. (Previously added) The system of claim 48 wherein the software is configured to provide access to the collection of results to third parties.

80. (Previously added) The system of claim 59 in which the keypad or hand-held remote comprises numeric keys.

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81. (Previously added) The system of claim 62 in which the style is hypertext.

82. (Previously added) The system of claim 48 in which the units of commodity store probes that elicit information from the respective users.

83. (Previously added) The system of claim 82 in which the software that manages the interactions of the users sends the probes to each of the units of the commodity.

84. (Previously added) The system of claim 48 in which the information about the commodity comprises value information.

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85. (Previously added) The system of claim 84 in which the value information comprises usage logs.

86. (Previously added) The system of claim 84 in which the value information comprises information about user comprehension.

87. (Previously added) The system of claim 84 in which the value information comprises information about user performance.

88. (Previously amended) The system of claim 84 in which the value information guides a user's interaction with the commodity.

89. (Previously amended) The system of claim 84 in which the value information comprises marketing information or information about future product design.

90. (Previously added) A system comprising
units of a telephonic device that are used by respective users in different locations,
a user interface which is part of each of the units and provides a medium for two-way local interaction between one of the users and the corresponding unit for generating information about use of the unit by the user,
a communication element that is associated with each of the units and carries results of the two-way local interaction from each of the units to a central location, and
software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

91. (Previously added) The system of claim 90 in which the units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.

92. (Previously added) The system of claim 90 the units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.

93. (Previously added) The system of claim 90 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

94. (Previously added) The system of claim 90 wherein the software is configured to provide access to the collection of results to the users of the commodity.

95. (Previously added) The system of claim 90 wherein the software is configured to provide access to the collection of results to vendors of the commodity

96. (Previously added) The system of claim 90 wherein the software is configured to provide access to the collection of results to third parties.

97. (Previously added) The system of claim 92 in which the on-line interaction occurs by voice spoken through the facsimile machine's handset, transmitted by telephone line to a computer of the vendor, and stored at the vendor's computer.


98. (Previously amended) A system comprising
units of a commodity that are used by respective users in different locations,
a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user, wherein the interactions elicit information about (i) steps that a vendor of the commodity could take to improve the user's satisfaction or (ii) training or support provided for users of the commodity,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location and provides access to the collection of results to a third party.

99. (Previously added) The system of claim 98 in which the results of the interactions are forwarded from the central location to the third party.

100. (Previously added) The system of claim 98 in which the results of the interactions are forwarded from the central location to the remote server for analysis.

 101. (Previously added) The system of claim 98 in which the third party is a vendor of the commodity.

102. (Previously added) The system of claim 99 in which the third party is a vendor of the commodity.

103. (Previously added) The system of claim 98 in which the third party is a designer of the commodity.

104. (Previously added) The system of claim 98 wherein the user interface presents user information in a style that comprises hypertext.

105. (Previously added) The system of claim 98 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

106. (Previously added) The system of claim 98 in which the interactions are triggered based on repeated use of a feature of a unit of the commodity by the user.

107. (Previously added) The system of claim 98 in which the software is further configured to provide access to the collection of results to the users of the commodity.

108. (Canceled)

109. (Canceled)

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110. (Previously amended) A system comprising
units of a commodity that are used by respective users in different locations,
a user interface which is part of each of the units of the commodity and provides a
medium for two-way local interaction between one of the users and the corresponding unit of the
commodity for communicating instructional information about use of the unit of the commodity,
the interactions comprising training based on two-way interactions with all or some other users,
the interactions being arranged to present actions that the user could take to increase performance
or satisfaction to a level achieved by other users,
a communication element that is associated with each of the units of the
commodity and carries results of the two-way local interaction from each of the units of the
commodity to a central location, and
software that manages the interactions of the users in different locations and
collection of the results of the interactions at the central location.

111. (Previously added) The system of claim 110 in which the two-way interaction
provides instructions on how to use the commodity.

112. (Canceled)

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113. (Currently amended) The system of claim [112] 110 in which the user interface is
electronically triggered based on user behaviors to generate two-way interactions with each of
the users, each of the interactions relating to a corresponding specific one of the behaviors.

114. (Previously added) The system of claim 113 in which the interface is triggered
based on user comprehension.

115. (Previously added) The system of claim 113 in which the interface is triggered by
an exception resulting from use of the commodity.

116. (Previously added) The system of claim 113 in which the interface is triggered by a user-initiated help request during use of a product, service, or software feature.

117. (Currently amended) The system of claim [112] 110 wherein the software is configured to provide access to the collection of results to the users of the commodity.

118. (Currently amended) The system of claim [112] 110 wherein the software is configured to provide access to the collection of results to a vendor of the commodity.

119. (Currently amended) The system of claim [112] 110 wherein the user interface presents user information in a style that comprises hypertext.

120. (Previously amended) A system comprising
units of a commodity that are used by respective users in different locations,
a user interface which is part of each of the units of the commodity, provides a
medium for two-way local interaction between one of the users and the corresponding unit of the
commodity for generating information about use of the unit of the commodity by the user, and
presents information in a style that comprises hypertext,
a communication element that is associated with each of the units of the
commodity and carries results of the two-way local interaction from each of the units of the
commodity to a central location, and
software that manages the interactions of the users in different locations and collection of
the results of the interactions at the central location.

121. (Previously added) The system of claim 120 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

122. (Previously added) The system of claim 120 in which the interactions are triggered based on repeated use of a feature of a unit of the commodity by the user.

123. (Previously added) The system of claim 120 wherein the software is further configured to provide access to the collection of results to the users of the commodity.

124. (Previously added) The system of claim 120 in which the two-way interaction provides instructions on how to use the commodity.

125. (Previously added) The system of claim 120 in which the two-way interaction is mediated by an publicly or privately accessible on-line computerized information service.

126. (Previously added) The system of claim 120 in which the user interface triggers two-way interactions that comprise training based on two-way interactions with all or some other users, the interactions being arranged to present actions that the user could take to increase performance or satisfaction to a level achieved by other users.

127. (Currently amended) A system comprising
units of a commodity that are used by respective users in different locations,
a user interface which is part of each of the units of the commodity and provides a
medium for two-way local interaction between one of the users and the corresponding unit of the
commodity for generating information about use of the unit of the commodity by the user,
a memory that is part of each of the units of the commodity and that stores probes
that include information that directs the user interface's interaction with [elicit information from
the] respective users,
a communication element that is associated with each of the units of the
commodity and carries results of the two-way local interaction from each of the units of the
commodity to a central location, and
software that manages the interactions of the users in different locations and
collection of the results of the interactions at the central location and sends the probes to each of
the units of the commodity.

128. (Previously added) The system of claim 127 wherein the user interface presents
user information in a style that comprises hypertext.

129. (Previously added) The system of claim 127 in which the user interface is
electronically triggered based on user behaviors to generate two-way interactions with each of
the users, each of the interactions relating to a corresponding specific one of the behaviors.

130. (Previously added) The system of claim 127 in which the interactions are
triggered based on repeated use of a feature of a unit of the commodity by the user.

131. (Previously added) The system of claim 127 wherein the software is further
configured to provide access to the collection of results to the users of the commodity.

132. (Previously added) The system of claim 127 wherein the software is further
configured to provide access to the collection of results to vendors of the commodity.

133. (Canceled)

134. (Previously added) The system of claim 127 in which the results of the interactions are forwarded from the central location to the remote server for analysis.

135. (Previously added) The system of claim 127 in which the two-way interaction provides instructions on how to use the commodity.

136. (Previously added) A system comprising
units of a commodity that comprises consumer television equipment, the units being used by respective users in different locations,
a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user,
a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and
software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

137. (Previously added) The system of claim 136 in which the two-way interaction provides instructions on how to use the commodity.

138. (Previously added) The system of claim 136 in which the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity and receiving answers from the user expressed through a keypad or a held-held remote.

139. (Previously added) The system of claim 138 in which the answers are forwarded to a vendor of the commodity.

140. (Previously added) A system comprising
units of a commodity that are used by respective users in different locations,
a user interface which is part of each of the units of the commodity and provides a
medium for two-way local interaction between one of the users and the corresponding unit of the
commodity for communicating instructional information about use of the unit of the commodity
by a user, wherein the interface is triggered based on user comprehension,
a communication element that is associated with each of the units of the
commodity and carries results of the two-way local interaction from each of the units of the
commodity to a central location, and
software that manages the interactions of the users in different locations and
collection of the results of the interactions at the central location.

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141. (Previously added) A system comprising
units of a commodity that are used by respective users in different locations,
a user interface which is part of each of the units of the commodity and provides a
medium for two-way local interaction between one of the users and the corresponding unit of the
commodity for generating information about the commodity, wherein the information comprises
value information about user comprehension or user performance,
a communication element that is associated with each of the units of the
commodity and carries results of the two-way local interaction from each of the units of the
commodity to a central location, and
software that manages the interactions of the users in different locations and
collection of the results of the interactions at the central location.

142. (Previously added) A system comprising
units of a commodity that are used by respective users in different locations,
a user interface which is part of each of the units of the commodity and provides a
medium for two-way local interaction between one of the users and the corresponding unit of the

commodity for generating information about the commodity, wherein the information comprises value information about marketing or future product design,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

143 (Previously added) The system of claim 140, 141 or 142 in which the software is configured to provide access to the collection of results to vendors of the commodity.

144. (Previously added) The system of claim 141 in which the software is configured to provide access to the collection of results to the users of the commodity.

145. (Previously added) The system of claim 141 or 142 in which the software is configured to provide access to the collection of results to third parties.

146. (Previously added) The system of claim 140, 141, or 142 in which the units of commodity store probes that elicit information from the respective users.

147. (Previously added) The system of claim 141 or 142 in which the results of the interactions are forwarded from the central location to a remote server for analysis.

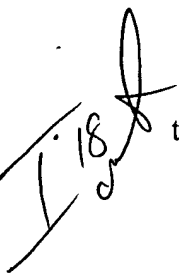
148. (Previously added) The system of claim 48 in which the two way local interaction enables the user to request help or support.

149. (Previously added) The system of claim 48 in which the information relates to perception of a problem relating to use of the commodity.

150. (Previously added) The system of claim 149 in which the two-way local interaction includes suggestions of the user to solve the problem.

151. (Previously added) The system of claim 149 in which the two-way local interaction includes suggestions of another user to solve the problem.

152. (Previously added) The system of claim 48 in which the communication element also carries information from a passive probe that monitors the user's use of the commodity.

 153. (Previously added) The system of claim 48 or 127 wherein the user interface is triggered based on user comprehension or performance with respect to his use of the commodity.

154. (Previously added) The system of claim 48 wherein the user interface is triggered by premature termination of use of the commodity.

155. (Previously added) The system of claim 48 wherein the user interface is triggered by an exception resulting from use of the commodity.

156. (Previously added) The system of claim 48 wherein the user provides information about his needs with respect to use of the commodity.

157. (Previously added) The system of claim 48 wherein the user further provides information about his perception of competing commodities.

158. (Previously added) The system of claim 48 wherein the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.

159. (Previously added) The system of claim 48 wherein the two-way local interactions comprise a request for servicing of the commodity by the user.

160. (Previously added) The system of claim 48 wherein the commodity is a demonstration unit.

161. (Previously added) The system of claim 48 wherein the communication element also carries objective information about the user's use of the commodity.

162. (Previously added) The system of claim 48 wherein the two-way local interactions occur while the user is using the commodity.

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163. (Previously added) The system of claim 48 wherein the software stores the results of the interactions with information about a trigger event that initiated each respective interaction.

164. (Previously added) The system of claim 127 wherein the software sends the probes to units of the commodity based on frequency of contact between the respective units and the central location.

165. (Currently amended) The system of claim 78 wherein the software distributes results of the interactions to the users as a function of [how recent the interactions are] when the interactions occurred.

166. (Previously added) The system of claim 78 wherein the software stores information for each interaction about usefulness of the interaction to other users.

167. (Previously added) The system of claim 78 wherein each user can filter information in the collection of the results according to a user's own needs, or desires.

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168. (New) The system of claim 127 in which the information in the stored probes includes questions for respective users.